

Attachment 2.07

Ausgrid Community Engagement System Overview

January 2015



Community engagement system overview



Ausgrid adopted a community engagement policy in October 2014. Employees now have access to a range of tools to help them when communicating and consulting with residents, businesses, councils and other organisations. The tools form part of a community engagement system which is being introduced across the organisation. This fact sheet provides an overview of the new system.

What is community engagement?

At Ausgrid this term is used to describe a broad range of activities, from simply providing information to involving people in decisions that affect them. It describes our process of developing productive relationships with the community.

What is the community engagement system?

The community engagement system is a framework of tools, protocols and procedures designed to help employees carry out community engagement in line with Ausgrid's community engagement policy.

Why has Ausgrid introduced this system?

One of Ausgrid's core values is 'customer and community focus'. Through business planning it was identified that while a lot of good work was being done, there was no company-wide approach to community engagement. Different approaches have evolved in different work areas.

The aim of this new system is to introduce a consistent approach to engaging with the community across the organisation and to provide employees with the tools necessary to achieve this objective.

How will it affect my job? Will I need to do things differently?

Ausgrid is a very diverse organisation with wide-ranging responsibilities. The new system has been designed to cover everything we do. As such, there will be elements which are not relevant to everyone. The aim is to provide a range of tools for employees to pick and choose what is relevant to their needs. Some of these tools are new, while others are a result of consolidating what we are already doing. Generally the tools are designed to make things more efficient rather than creating additional work.

Where can I find more information?

Ausgrid's community engagement policy, along with all of the community engagement system tools and documents can be found on The Wire at [About us/Community/Community engagement](#).



Key elements of the system

The community engagement system includes a number of key documents which are described below.

1) Community engagement policy

The community engagement policy demonstrates our commitment and sets the standards we are working towards as an organisation. The fundamental premise of the policy is that "Ausgrid is committed to being a good neighbour and engaging with the community we serve as part of planning, constructing, operating and maintaining the electricity network."

The policy lists a number of best practice principles, including:

- ensuring the community's interests and concerns are a fundamental part of planning and decision-making
- creating a culture among employees and contractors that values community engagement
- allocating sufficient time and resources for community engagement.

These principles must form the basis of everything we do.

Most relevant to: managers responsible for policy and program development, budgeting and allocating resources.

2) Good neighbour protocols

Everyone at Ausgrid will need to follow the good neighbour protocols. The protocols, combined with the community engagement policy, set the standards we're working towards as an organisation.

The protocols cover a range of site-based issues such as protecting private property, keeping a clean and tidy work site, maintaining safe access around sites, minimising noise and working within approved work hours.

In addition to site-based issues, they include a commitment to work together with our neighbours to find ways to reduce the impact of our work, to honour the commitments we make, to provide neighbours with advance notice of our work and to make sure there are no surprises.

Most relevant to: people planning work, those who liaise with or work near our neighbours such as field staff, site-based workers, project managers and supervisors, Ausgrid contractors, community liaison/engagement personnel.



3) Community engagement worksheet

The community engagement worksheet is a new planning tool which has been developed to help staff identify sensitive community issues and know when to seek the advice of a community engagement specialist.

The worksheet is generally not required for routine maintenance but should be completed for all new construction work. You also need to complete it if you are preparing an EIA worksheet, to fulfil the requirements of the community consultation section in Table 1 of the EIA worksheet.

Most relevant to: project managers and project teams responsible for works planning and delivery, community liaison/engagement personnel, environment personnel.

4) Community engagement handbook

The community engagement handbook provides all the information needed to plan and implement community engagement activities for Ausgrid works. It also includes information on how to manage common community issues.

The handbook covers the full range of Ausgrid activities from minor works to major projects, so all the information provided will not be relevant to all employees. It is intended to be used as a reference document rather than being read from cover to cover.

Most relevant to: project managers and project teams responsible for works planning and delivery, community liaison/engagement personnel, environment personnel.

5) Community toolbox

The community toolbox on The Wire includes handy checklists, letter templates and sample letters for a wide range of Ausgrid activities. This will help to streamline the notification process while ensuring that consistent information is provided to neighbours across our area of operations.

Most relevant to: project managers and project teams responsible for works planning and delivery, community liaison/engagement personnel, Ausgrid contractors.

While these are the key elements of the community engagement system, there are many more tools available on The Wire. Some of these include a style guide, community contact form, meeting record form, fact sheets, a community outcomes report template and induction material, to name a few. Feedback on any aspect of the community engagement system is always welcome, including suggestions for additional tools.

All documents which form part of Ausgrid's community engagement system can be found on The Wire in [About us/Community/Community engagement](#).